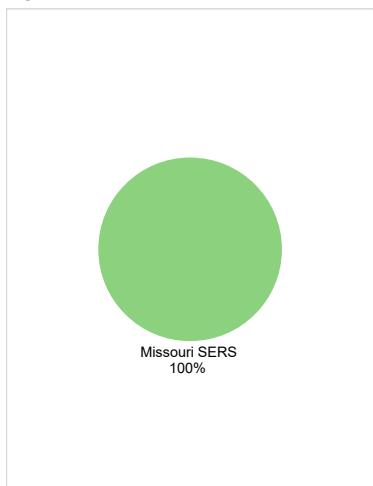
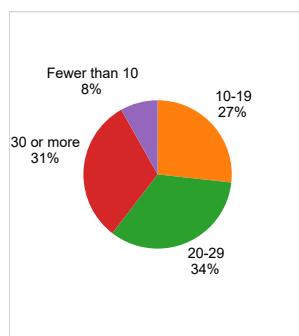


## Percentage of Responses by Fund

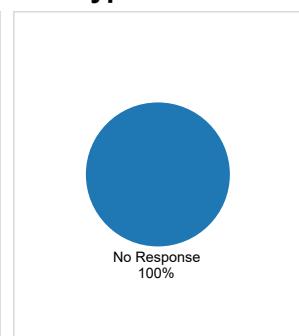


Fund ID  
Missouri SERS

## Years of Service



## Job Type



Fund ID  
Missouri SERS

Response date  
2021 q1

Gender: Q16  
All

Education: Q15  
All

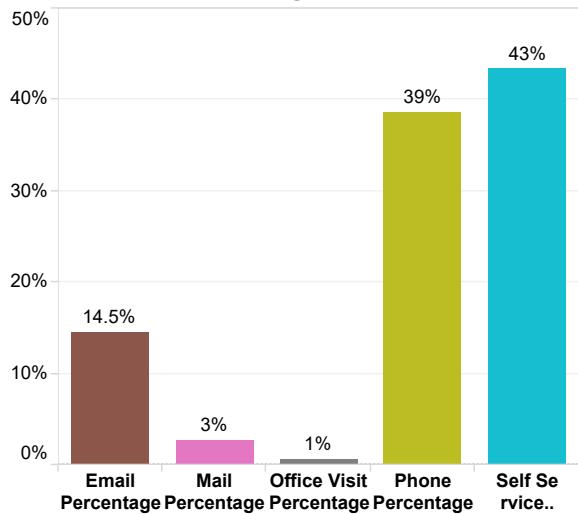
Service: Q14  
All

Age: Q13  
All

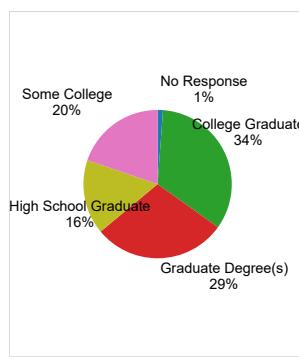
Job Type: Q11  
All

Custom Variable 1  
All

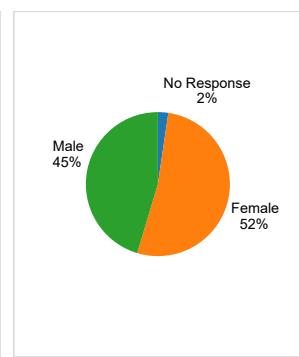
## Method of Contacting the Fund



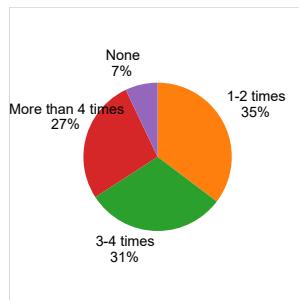
## Education



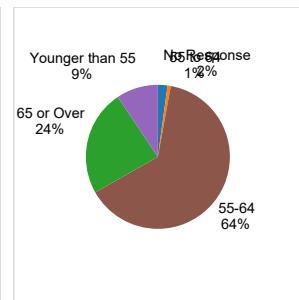
## Gender



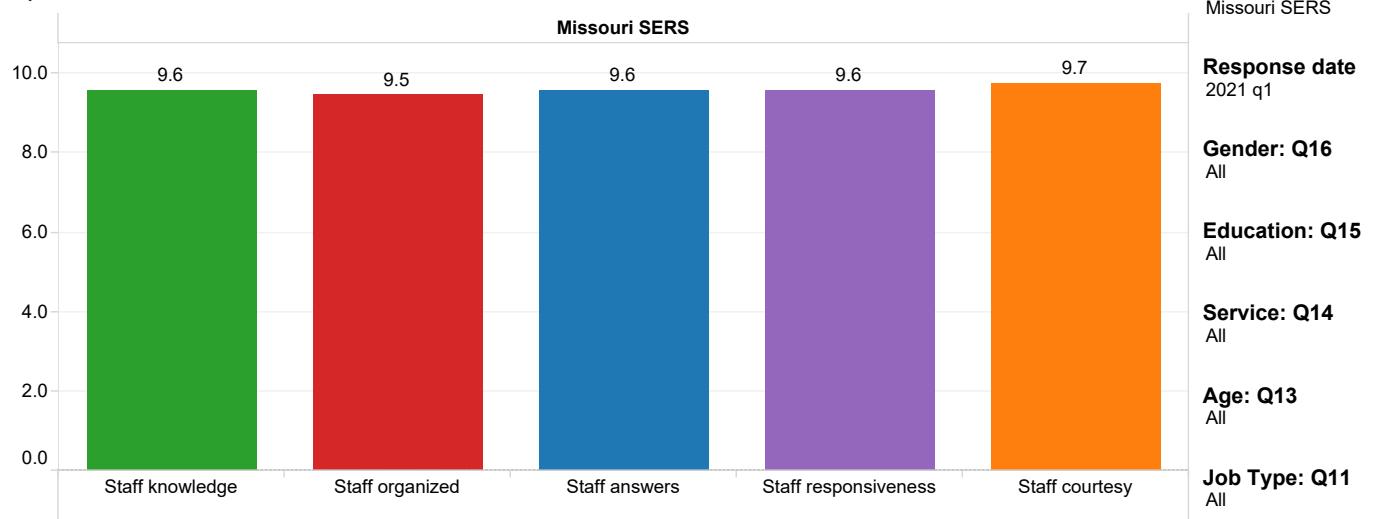
## Contact Frequency



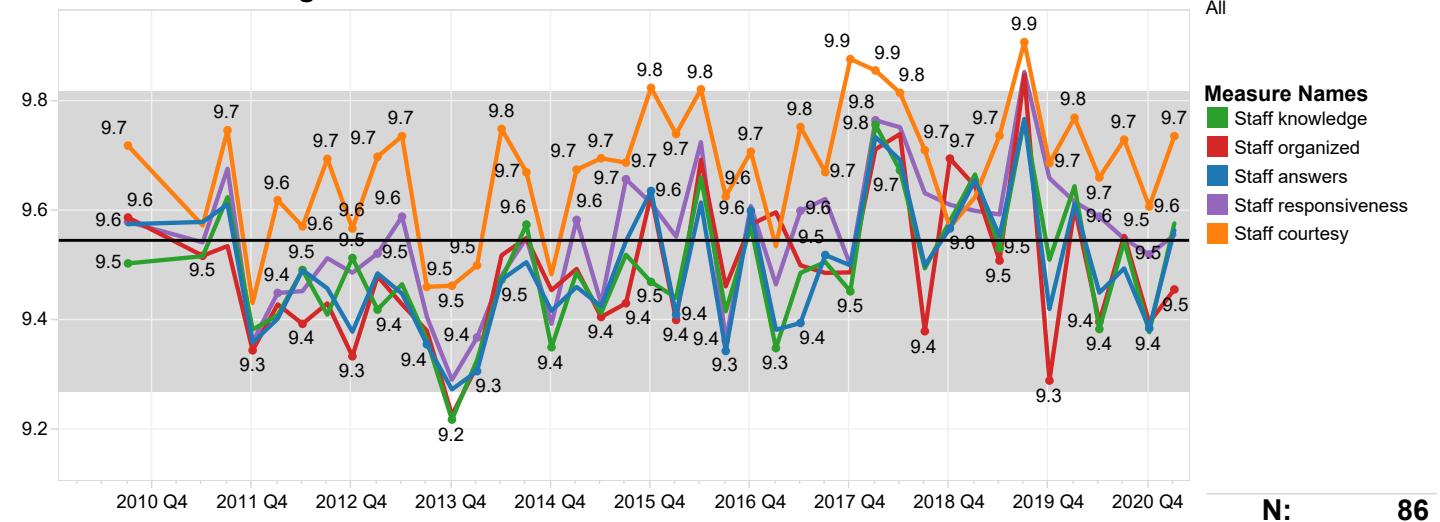
## Age



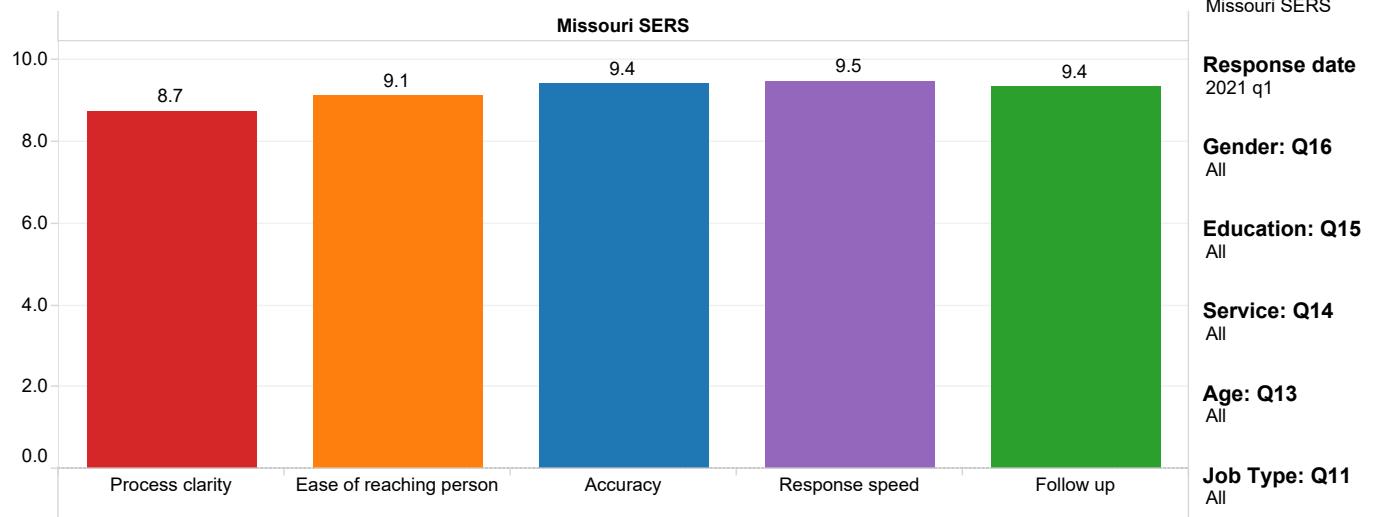
## Q2: Fund Staff



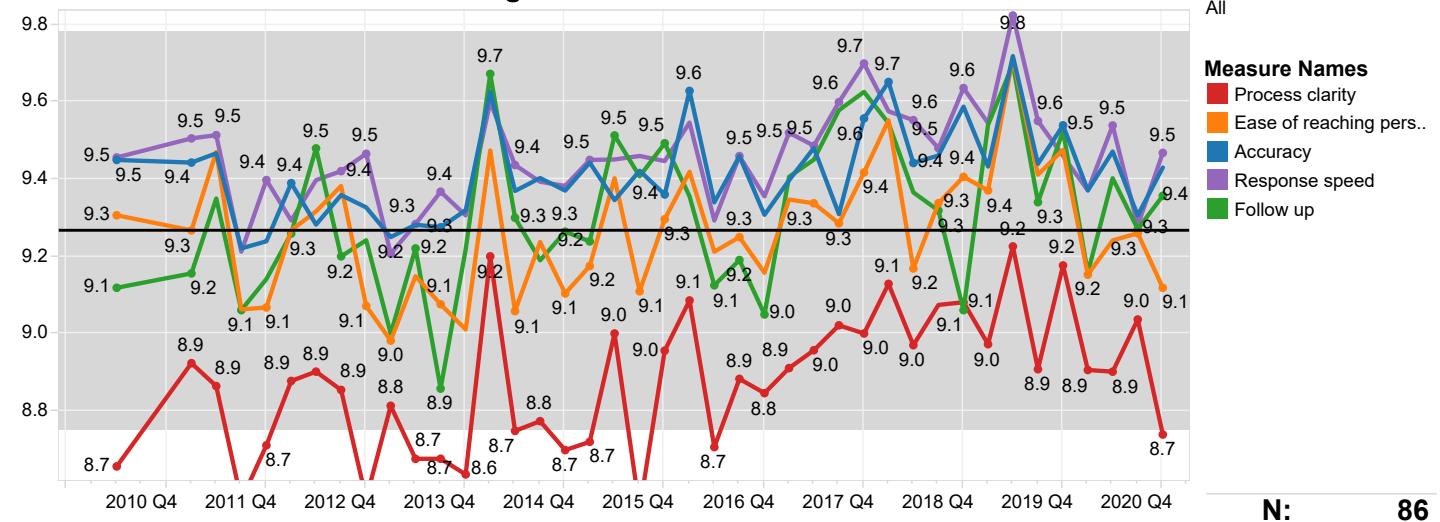
## Q2: Fund Staff: Change Over Time



### Q3: Fund Retirement Process



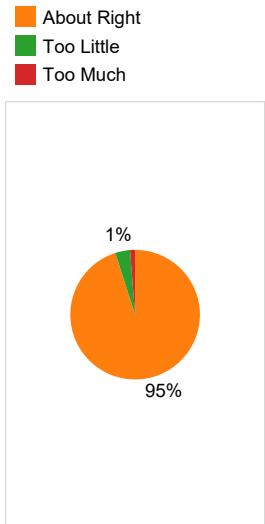
### Q3: Fund Retirement Process: Change Over Time



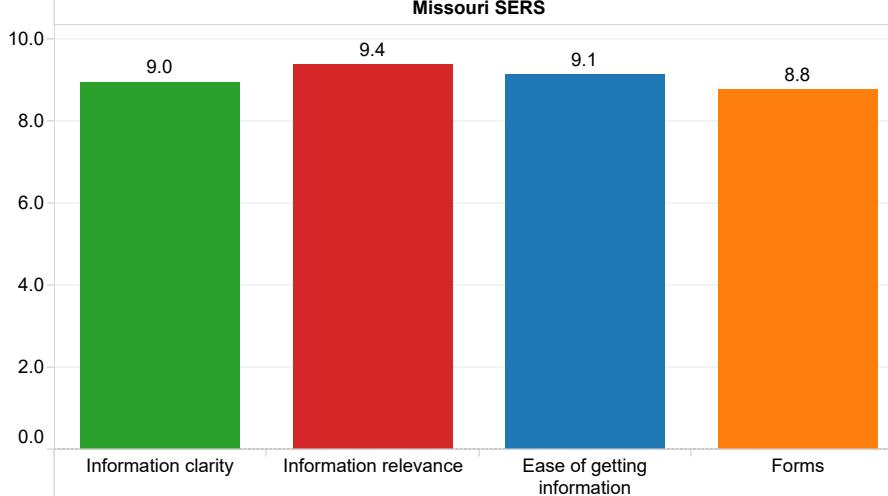
N:

86

## Amount of information:.. Q4: Fund's Written Information



Missouri SERS



Fund ID  
Missouri SERS

Response date  
2021 q1

Gender: Q16  
All

Education: Q15  
All

Service: Q14  
All

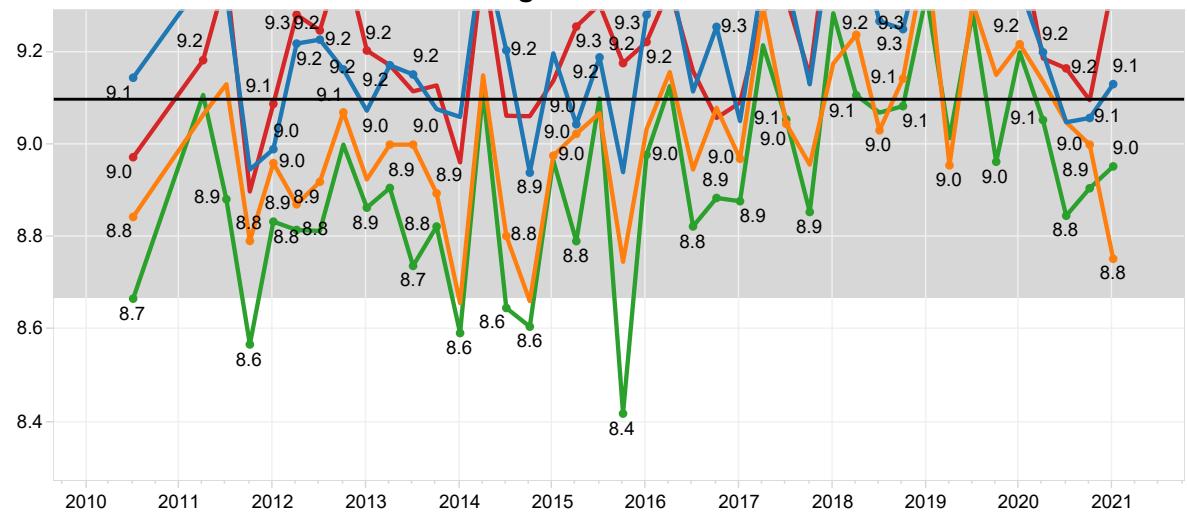
Age: Q13  
All

Job Type: Q11  
All

Custom Variable 1  
All

Measure Names  
 Information clarity  
 Information relevance  
 Ease of getting inform..  
 Forms

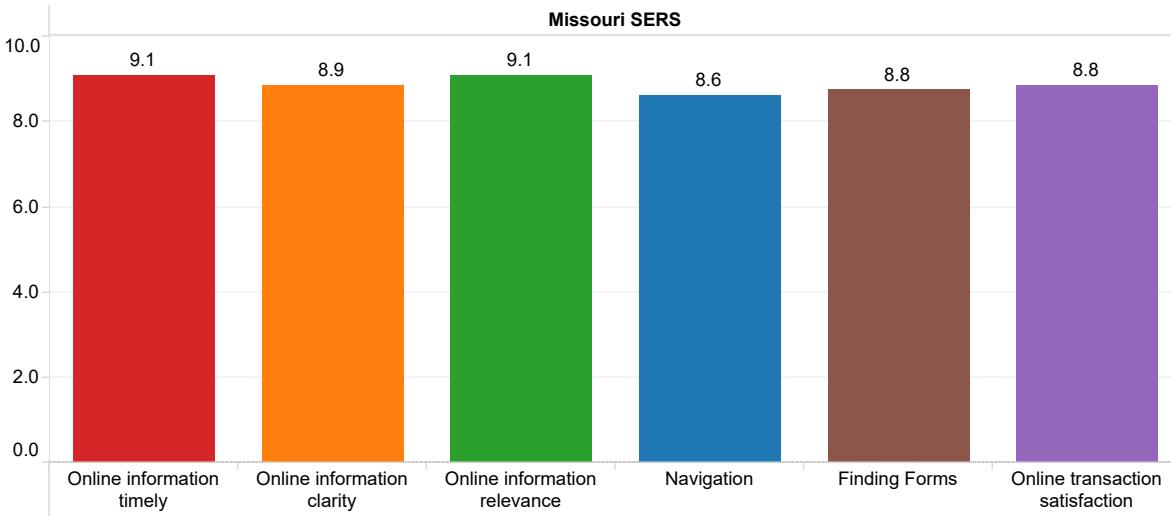
## Q4: Fund's Written Information: Change Over Time



N:

86

## Q6: Fund Online Information



**Fund ID**  
Missouri SERS

**Response date**  
2021 q1

**Gender: Q16**  
All

**Education: Q15**  
All

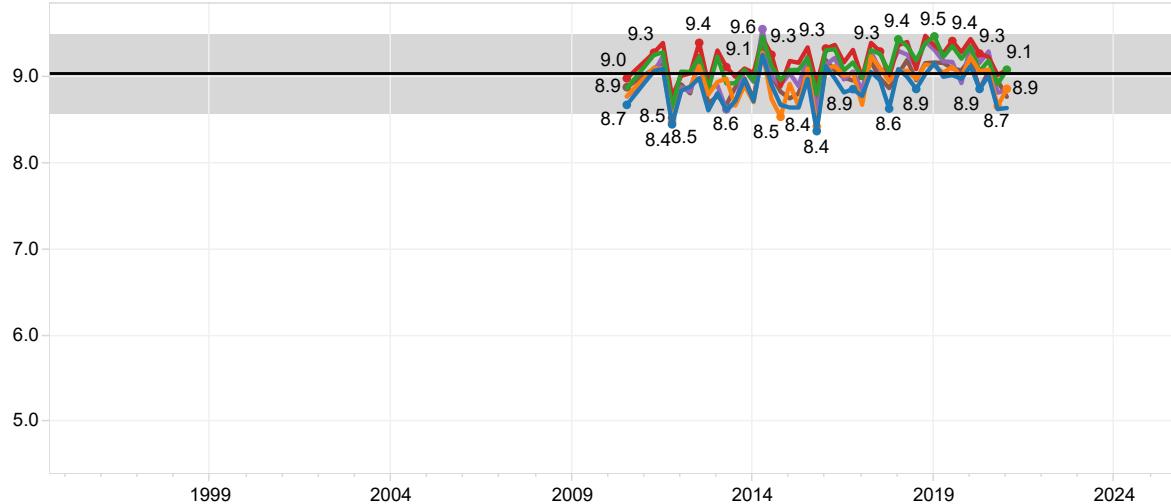
**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

**Custom Variable 1**  
All

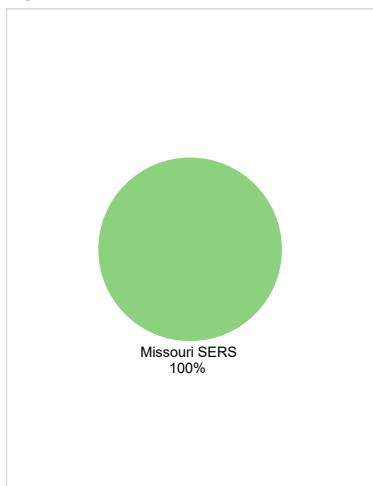
## Q6: Fund Online Information: Change Over Time



**Measure Names**

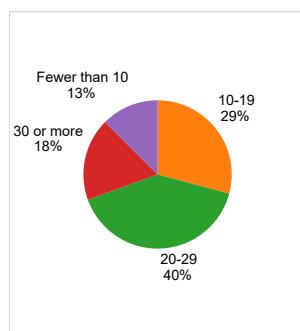
- Online information tim..
- Online information cla..
- Online information rel..
- Navigation
- Finding Forms
- Online transaction sat..

## Percentage of Responses by Fund

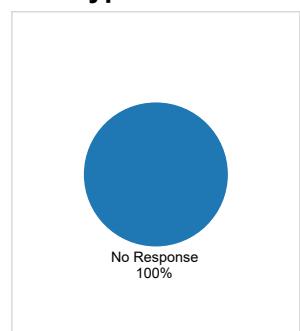


Fund ID  
Missouri SERS

## Years of Service



## Job Type



Fund ID  
Missouri SERS

Response date  
2021 q2

Gender: Q16  
All

Education: Q15  
All

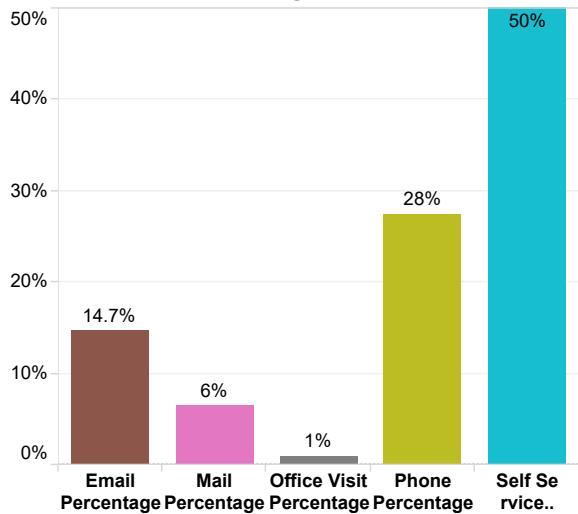
Service: Q14  
All

Age: Q13  
All

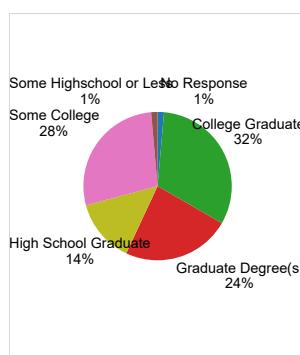
Job Type: Q11  
All

Custom Variable 1  
All

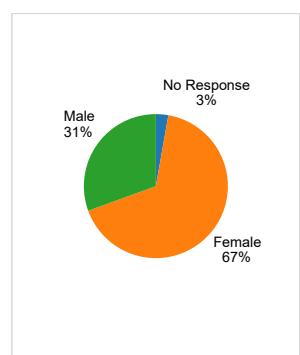
## Method of Contacting the Fund



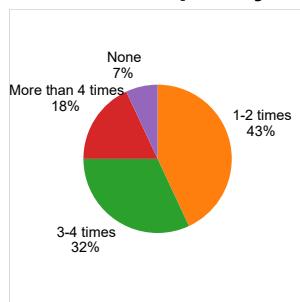
## Education



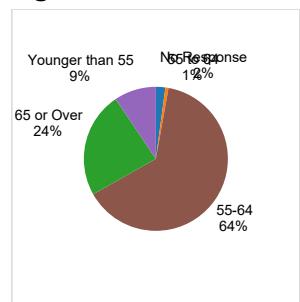
## Gender



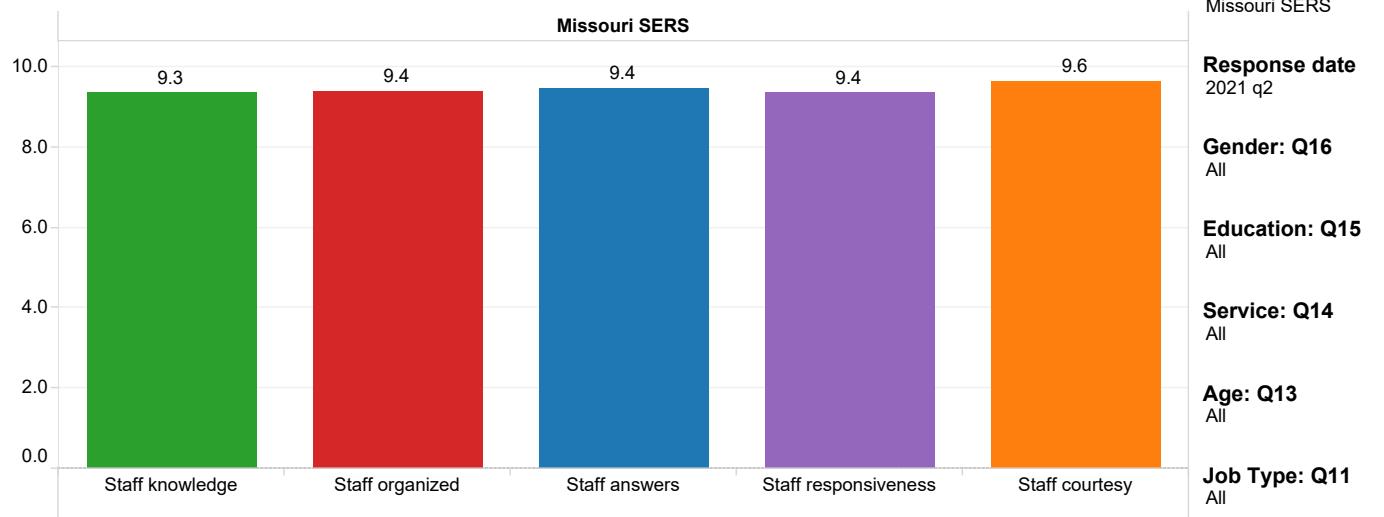
## Contact Frequency



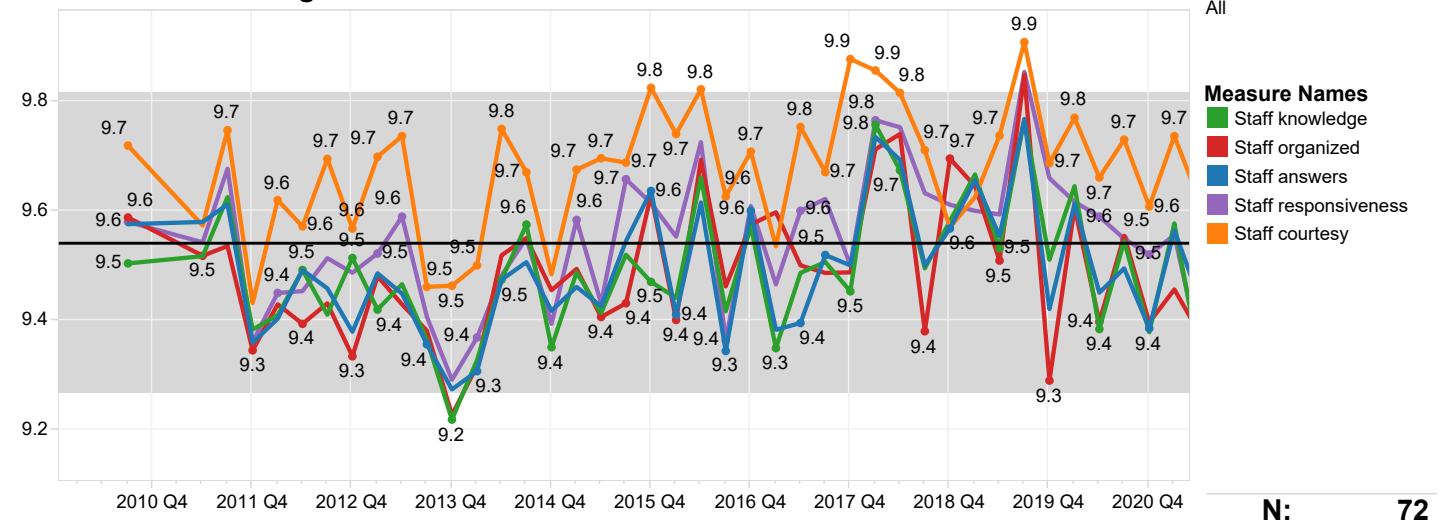
## Age



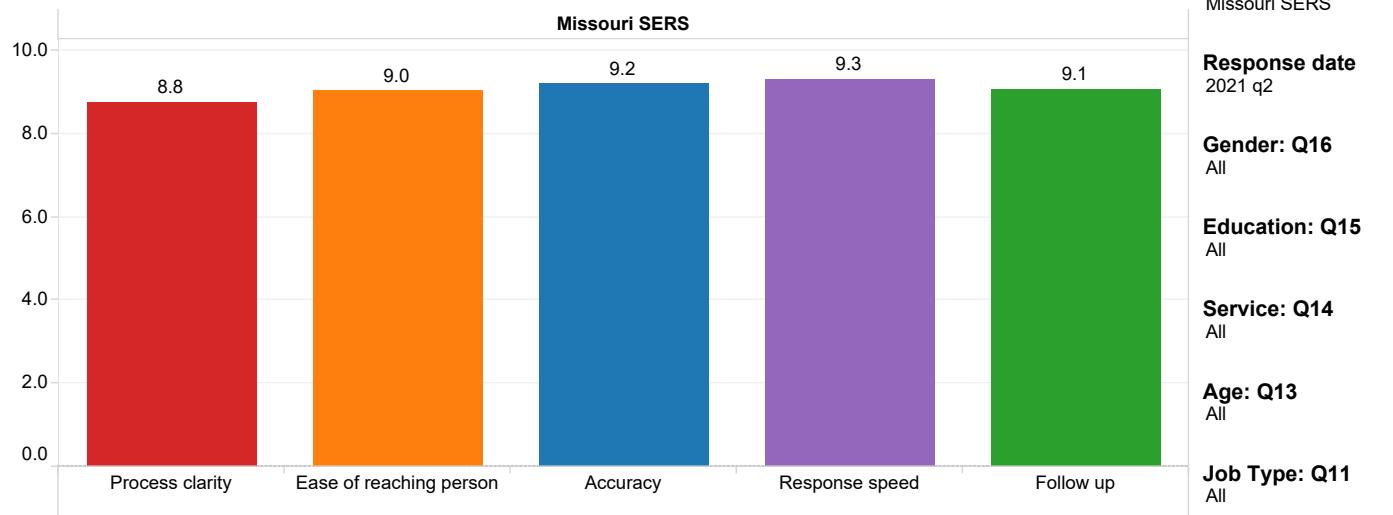
## Q2: Fund Staff



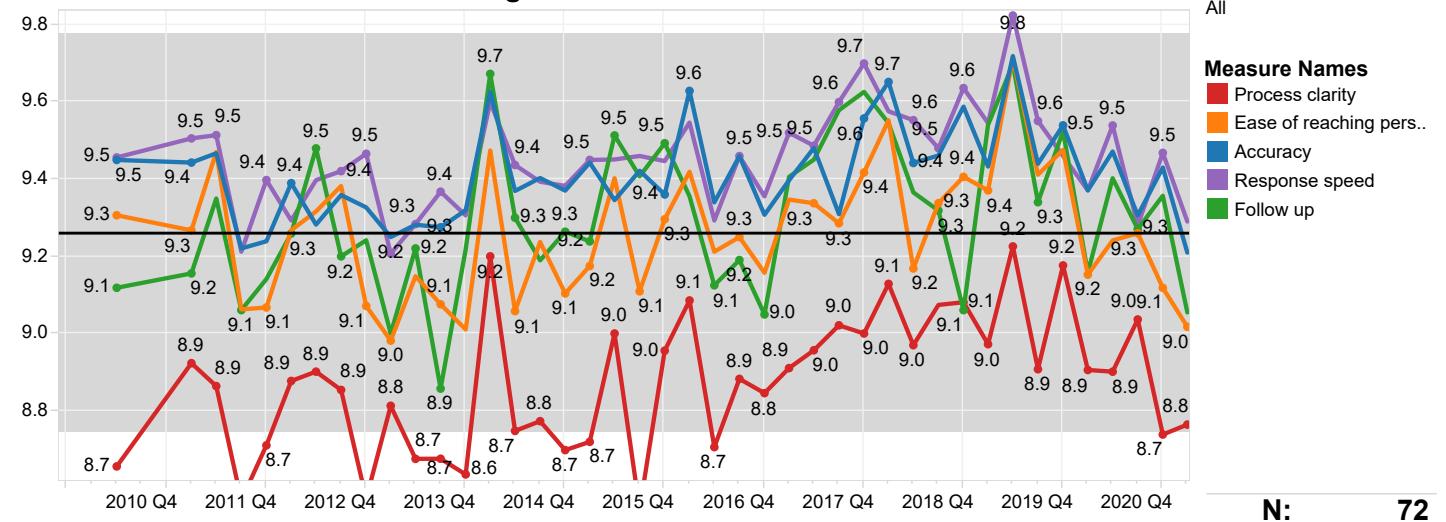
## Q2: Fund Staff: Change Over Time



### Q3: Fund Retirement Process



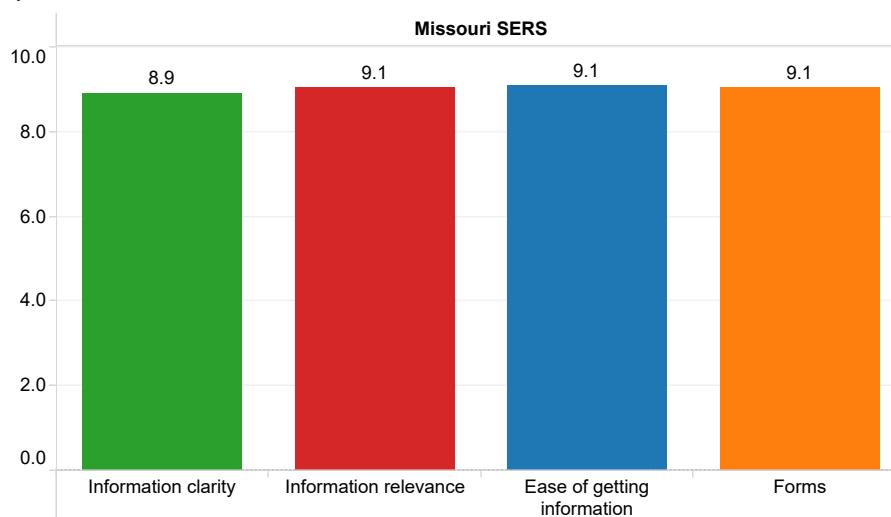
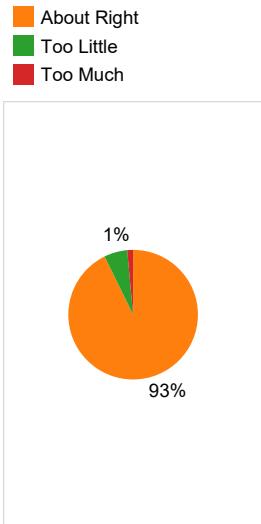
### Q3: Fund Retirement Process: Change Over Time



N:

72

## Amount of information:.. Q4: Fund's Written Information



Fund ID  
Missouri SERS

Response date  
2021 q2

Gender: Q16  
All

Education: Q15  
All

Service: Q14  
All

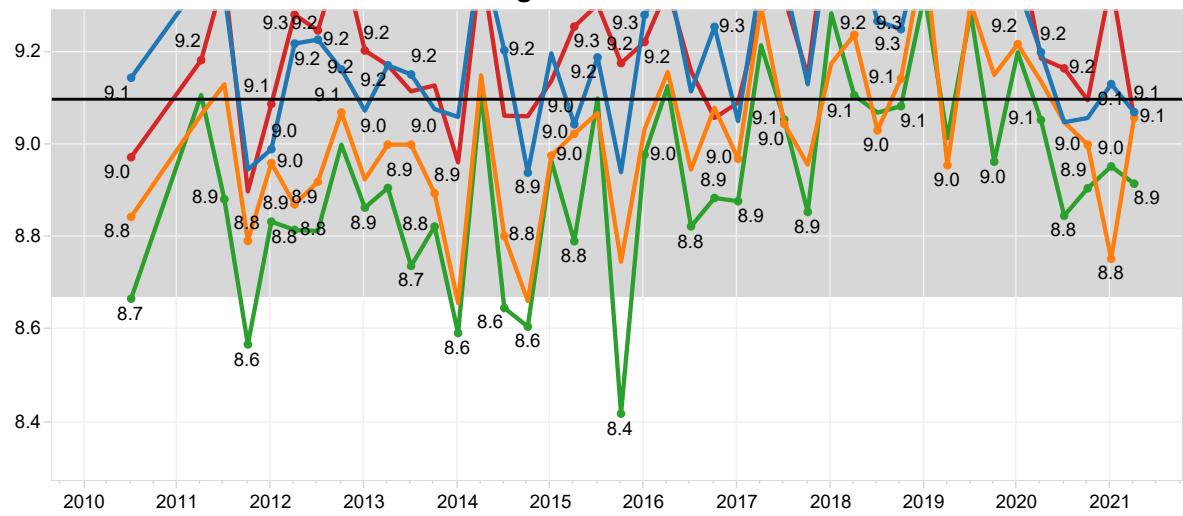
Age: Q13  
All

Job Type: Q11  
All

Custom Variable 1  
All

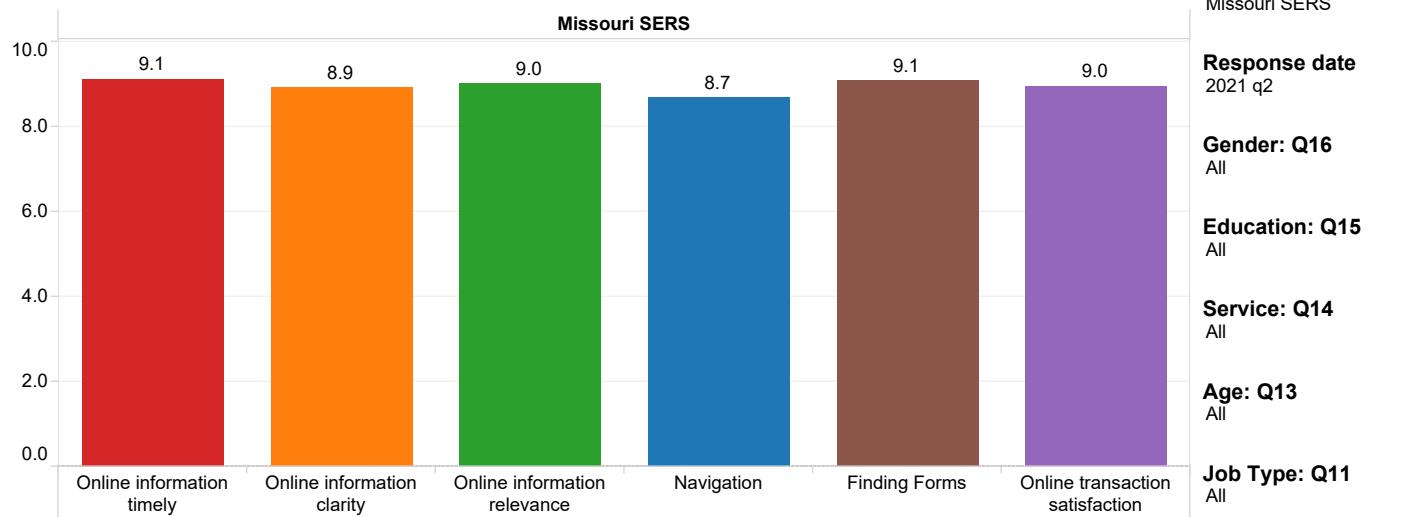
Measure Names  
■ Information clarity  
■ Information relevance  
■ Ease of getting inform..  
■ Forms

## Q4: Fund's Written Information: Change Over Time

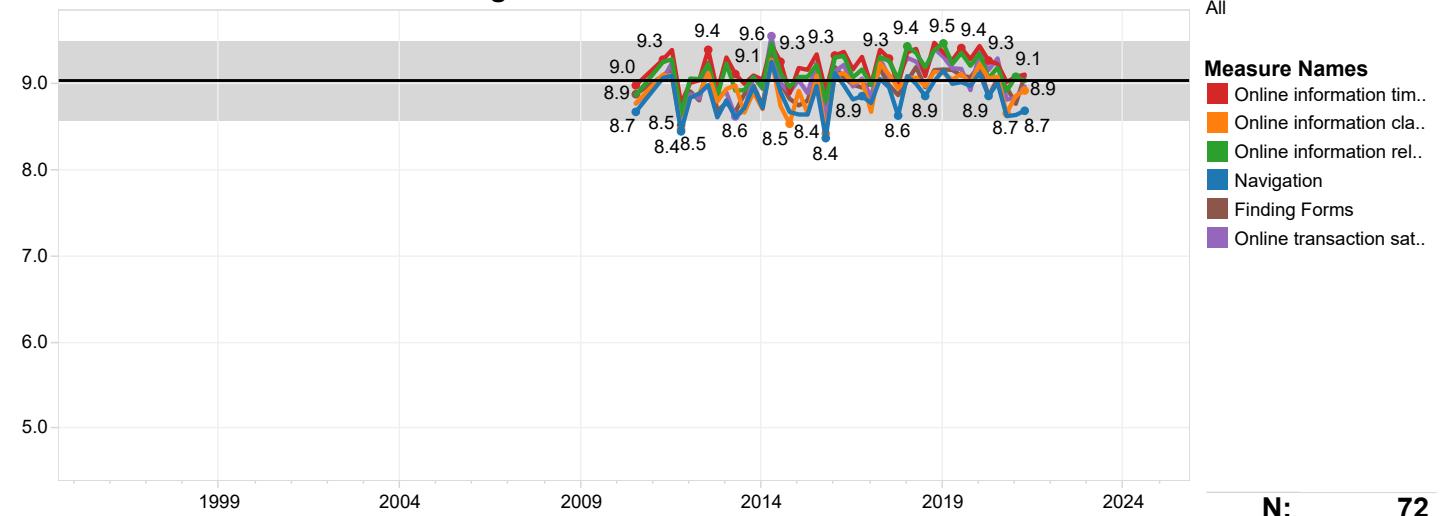


N: 72

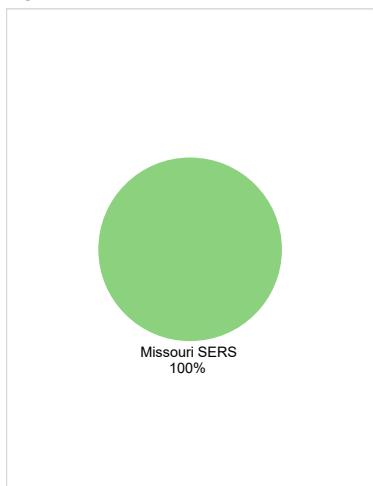
## Q6: Fund Online Information



## Q6: Fund Online Information: Change Over Time

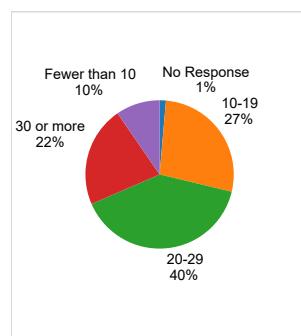


## Percentage of Responses by Fund

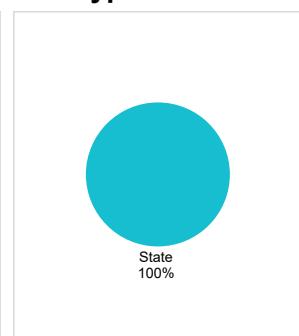


Fund ID  
Missouri SERS

## Years of Service



## Job Type



Fund ID  
Missouri SERS

Response date  
2021 q3

Gender: Q16  
All

Education: Q15  
All

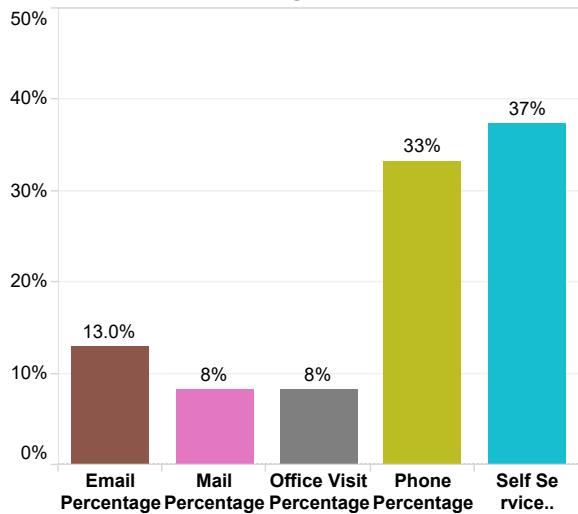
Service: Q14  
All

Age: Q13  
All

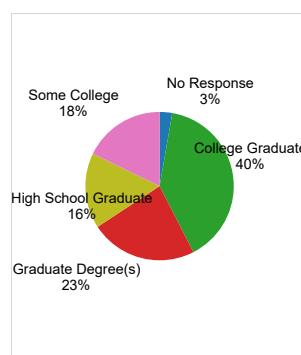
Job Type: Q11  
All

Custom Variable 1  
All

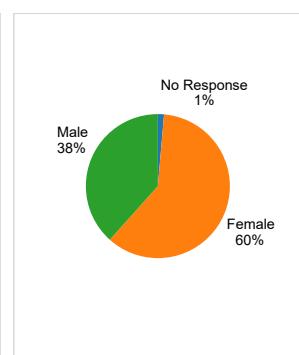
## Method of Contacting the Fund



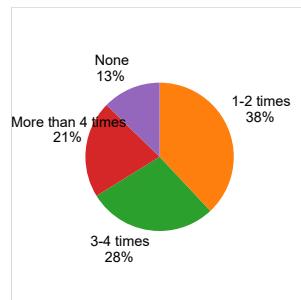
## Education



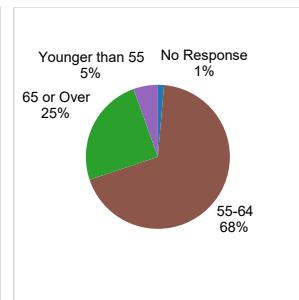
## Gender



## Contact Frequency

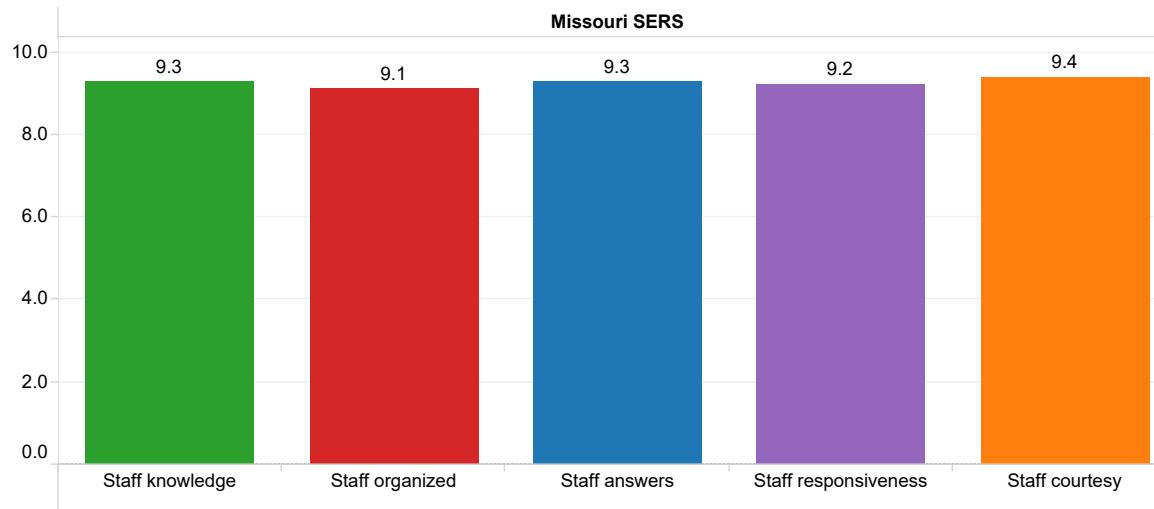


## Age



N: 73

## Q2: Fund Staff



Fund ID  
Missouri SERS

Response date  
2021 q3

Gender: Q16  
All

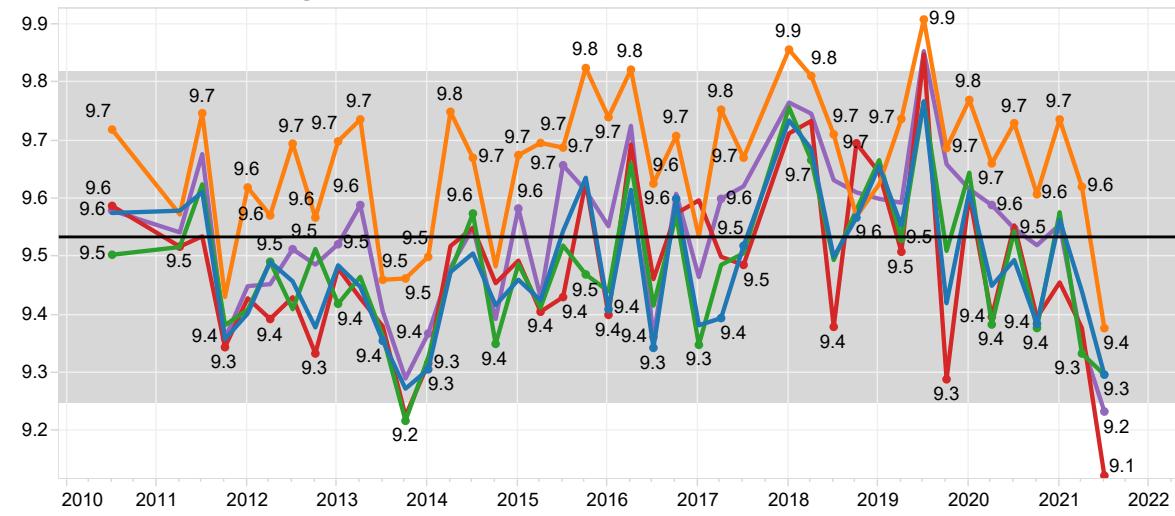
Education: Q15  
All

Service: Q14  
All

Age: Q13  
All

Job Type: Q11  
All

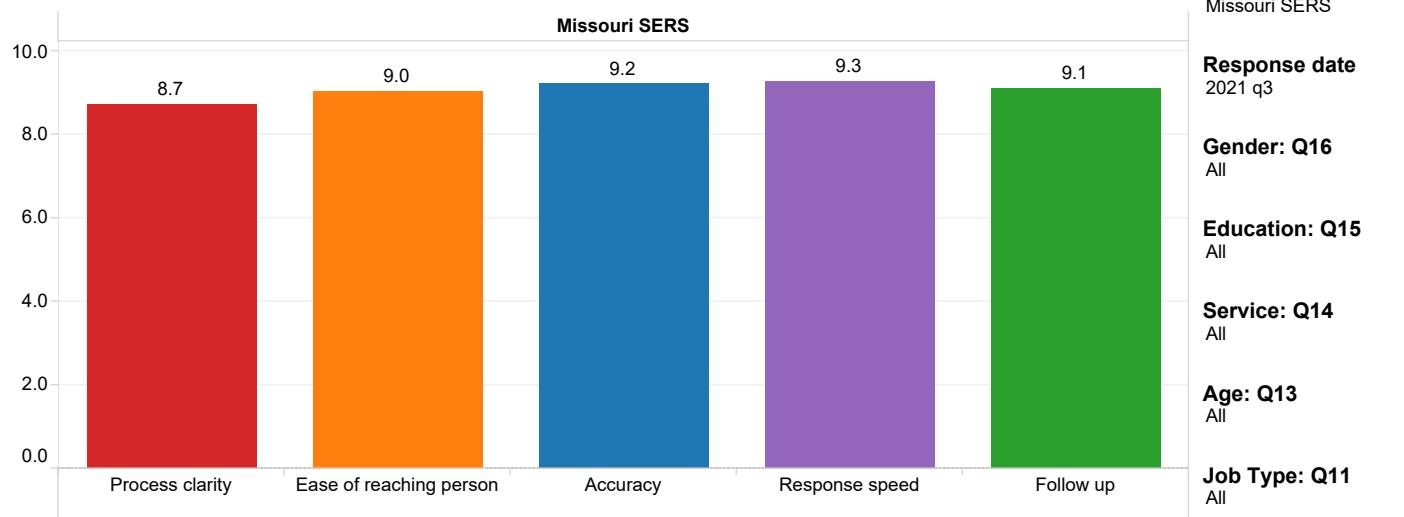
## Q2: Fund Staff: Change Over Time



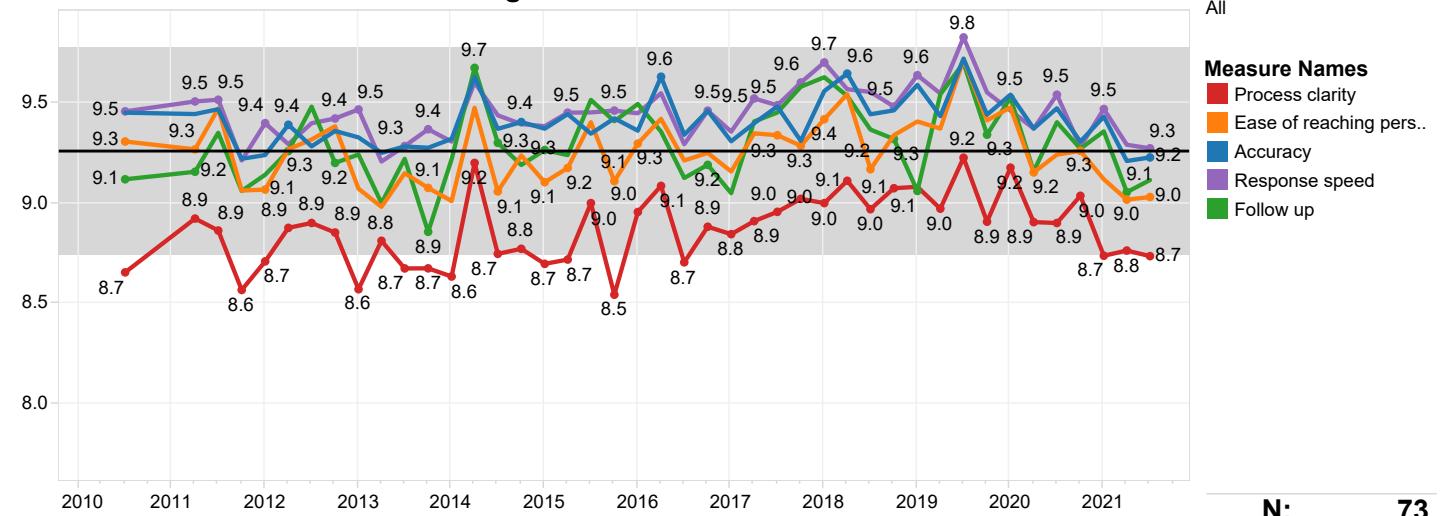
N:

73

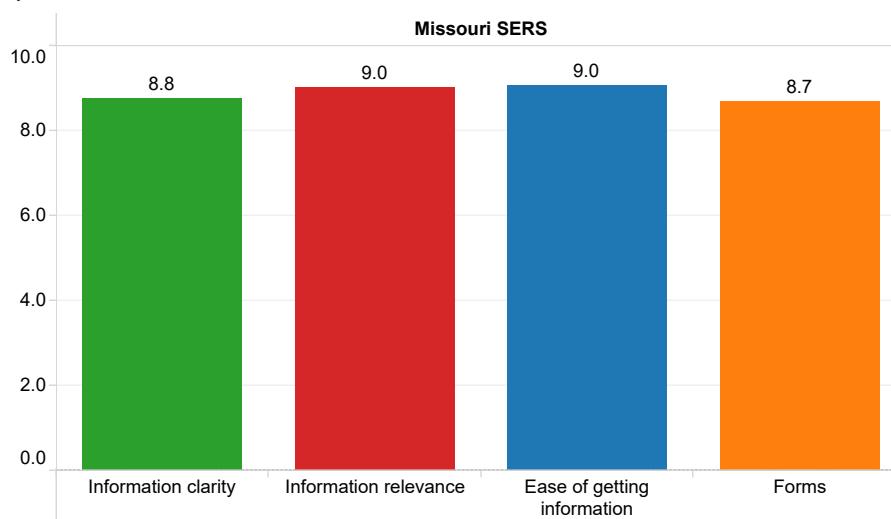
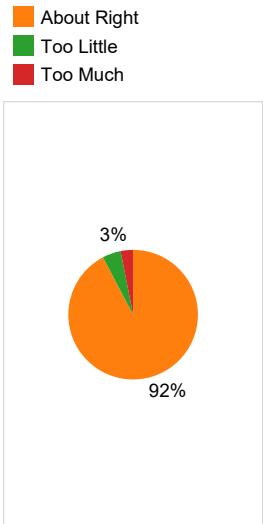
### Q3: Fund Retirement Process



### Q3: Fund Retirement Process: Change Over Time



## Amount of information:.. Q4: Fund's Written Information



Fund ID  
Missouri SERS

Response date  
2021 q3

Gender: Q16  
All

Education: Q15  
All

Service: Q14  
All

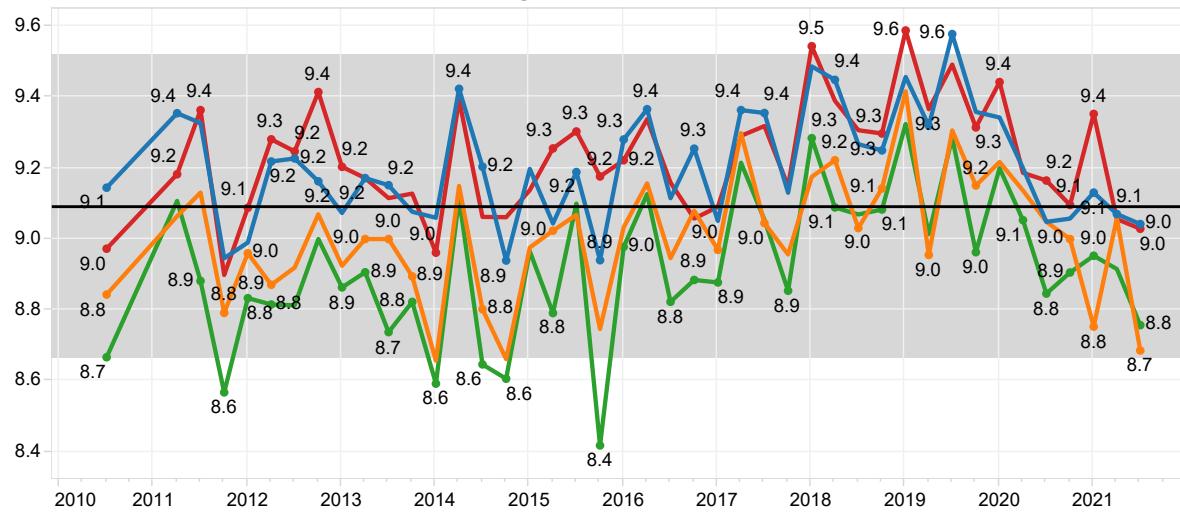
Age: Q13  
All

Job Type: Q11  
All

Custom Variable 1  
All

Measure Names  
■ Information clarity  
■ Information relevance  
■ Ease of getting inform..  
■ Forms

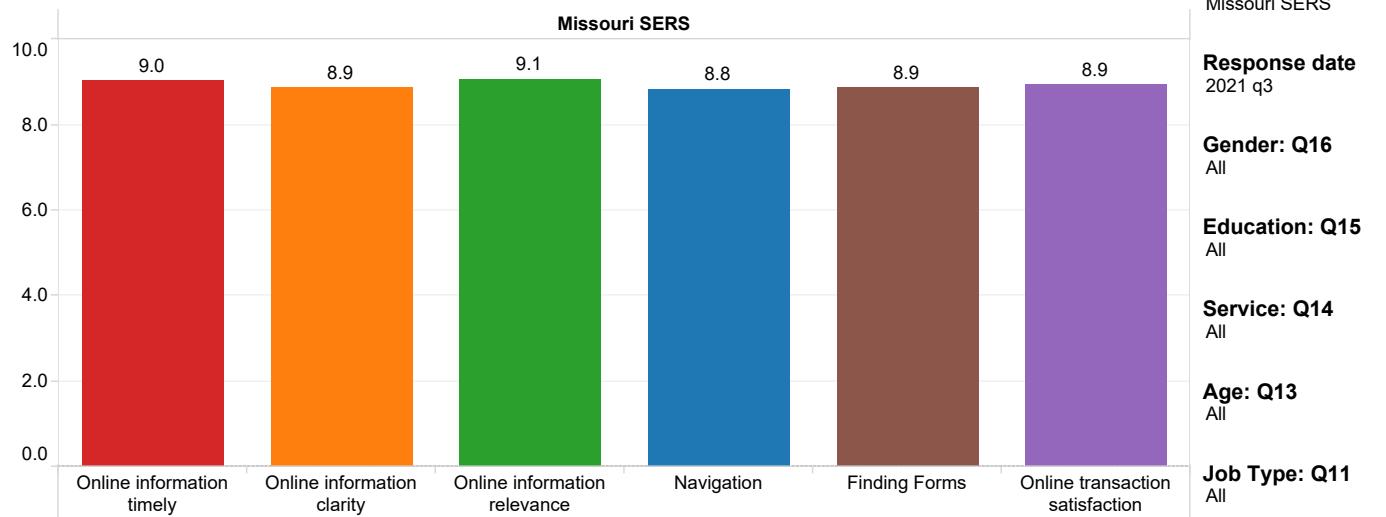
## Q4: Fund's Written Information: Change Over Time



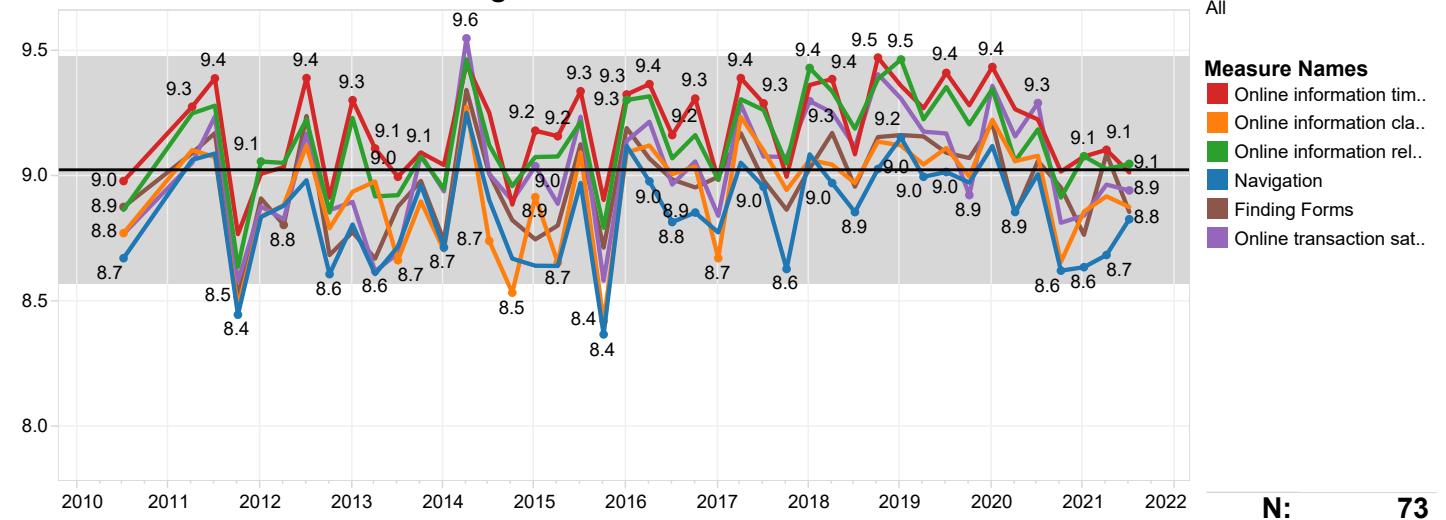
N:

73

## Q6: Fund Online Information



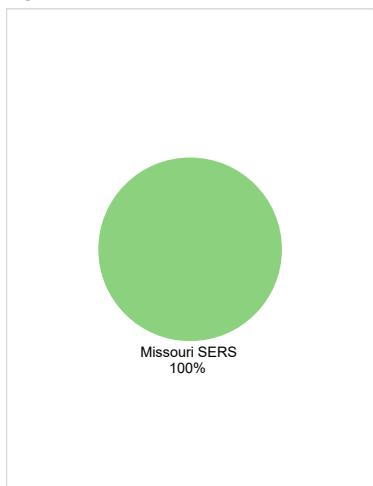
## Q6: Fund Online Information: Change Over Time



N:

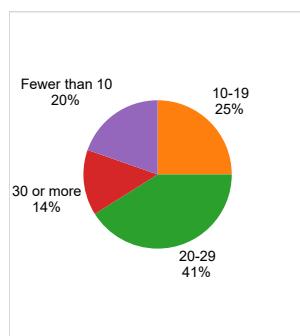
73

## Percentage of Responses by Fund

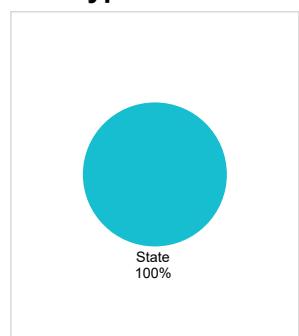


Fund ID  
Missouri SERS

## Years of Service



## Job Type



Fund ID  
Missouri SERS

Response date  
2021 q4

Gender: Q16  
All

Education: Q15  
All

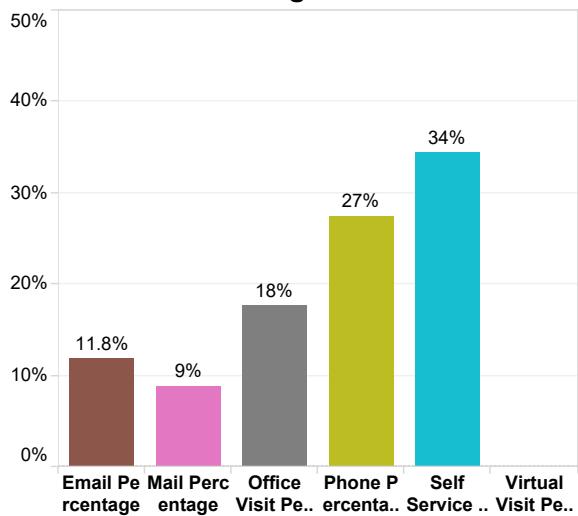
Service: Q14  
All

Age: Q13  
All

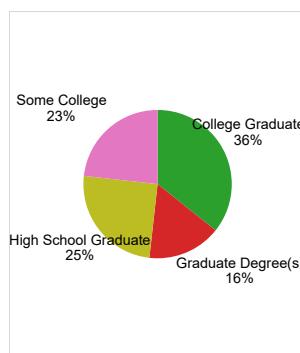
Job Type: Q11  
All

Custom Variable 1  
All

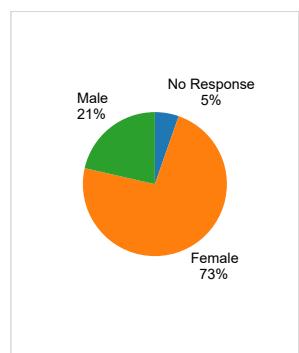
## Method of Contacting the Fund



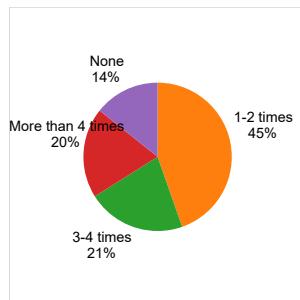
## Education



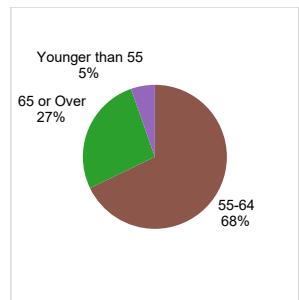
## Gender



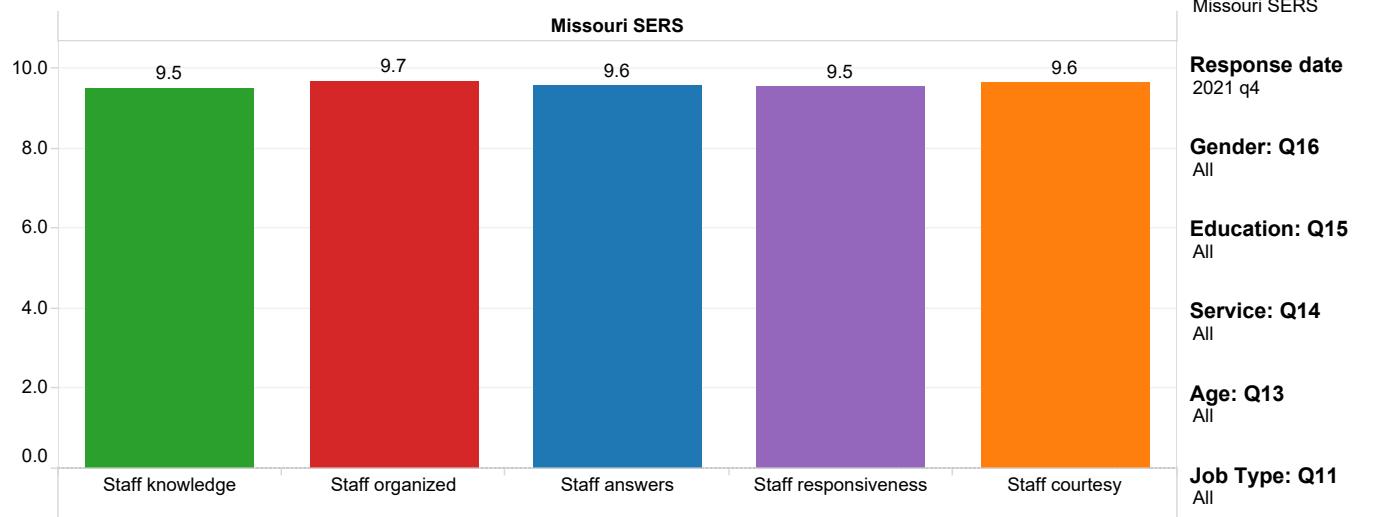
## Contact Frequency



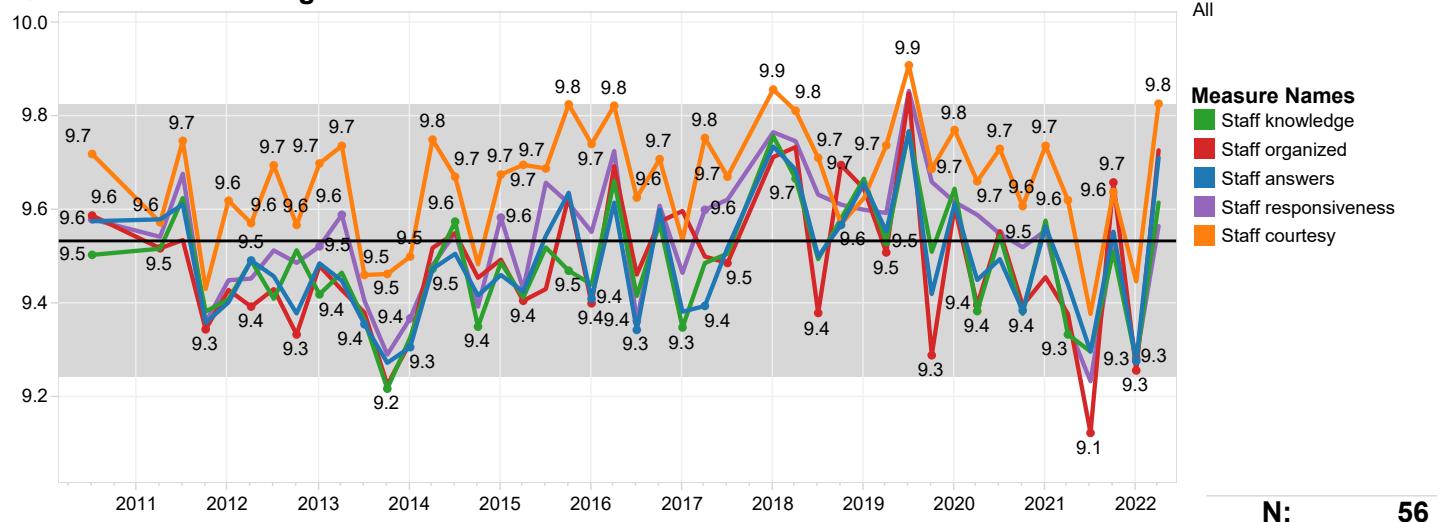
## Age



## Q2: Fund Staff



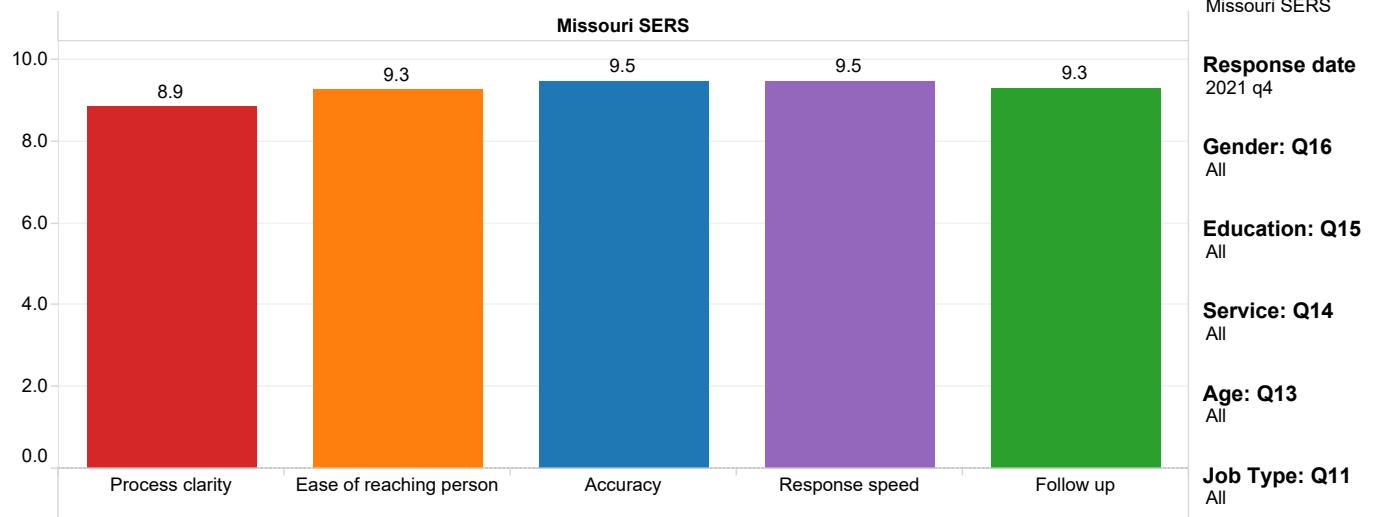
## Q2: Fund Staff: Change Over Time



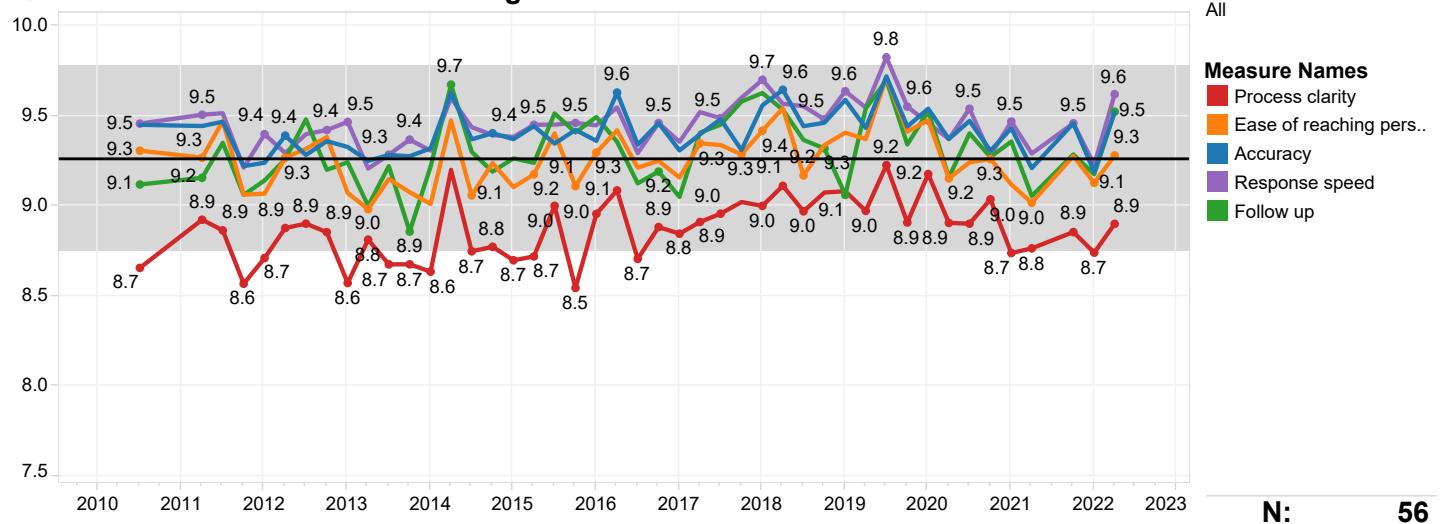
N:

56

### Q3: Fund Retirement Process



### Q3: Fund Retirement Process: Change Over Time

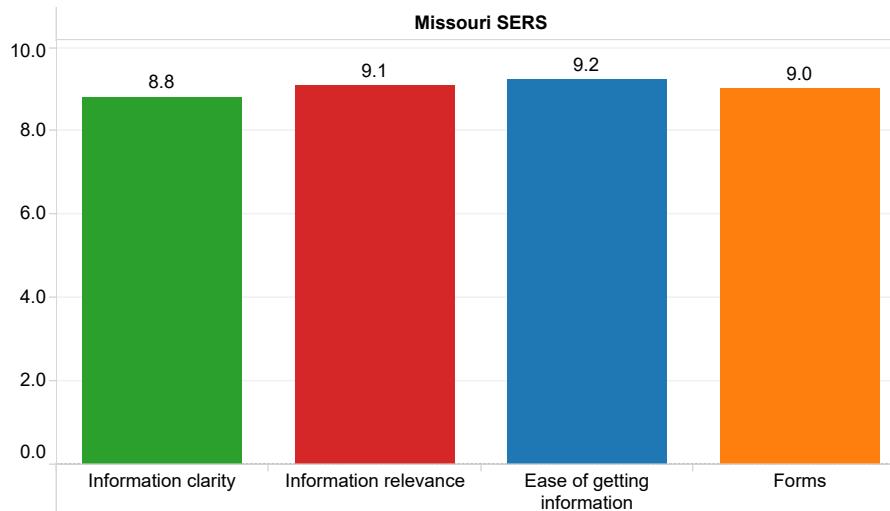
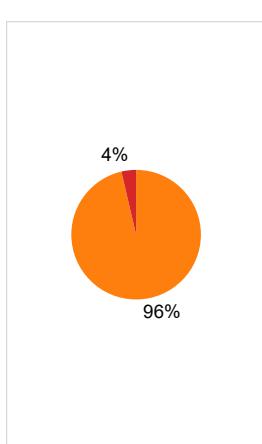


N:

56

## Amount of information:.. Q4: Fund's Written Information

About Right  
Too Much



Fund ID  
Missouri SERS

Response date  
2021 q4

Gender: Q16  
All

Education: Q15  
All

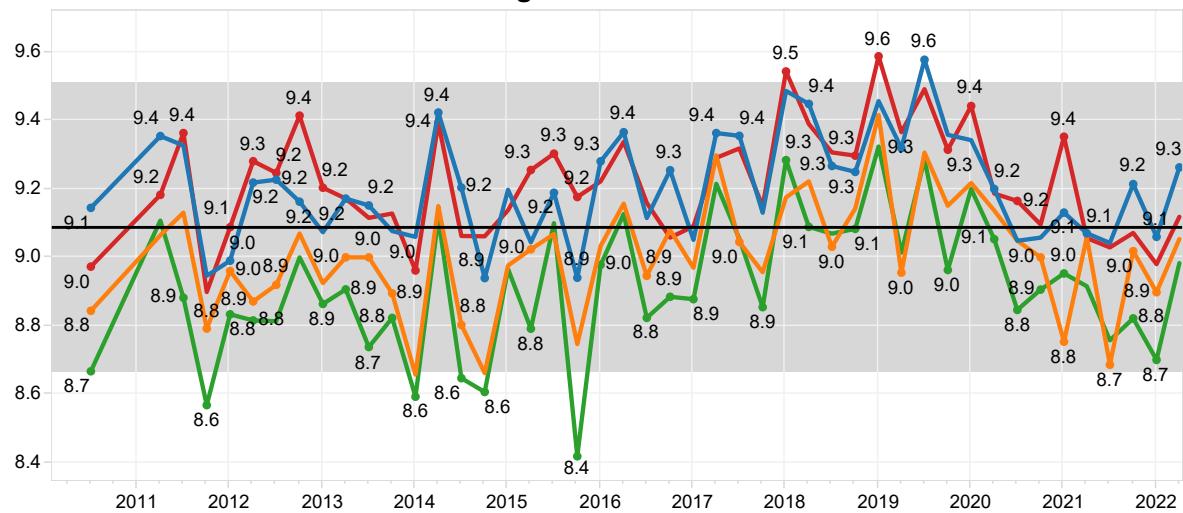
Service: Q14  
All

Age: Q13  
All

Job Type: Q11  
All

Custom Variable 1  
All

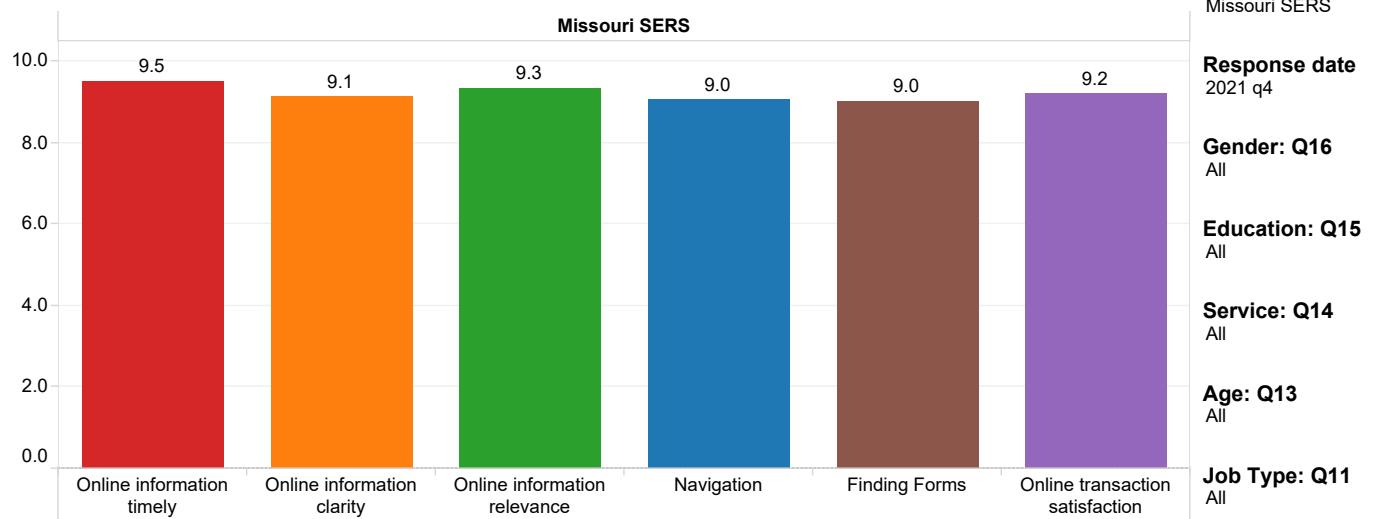
## Q4: Fund's Written Information: Change Over Time



N:

56

## Q6: Fund Online Information



## Q6: Fund Online Information: Change Over Time

